



# User Provisioning Process

## Quick Reference Guide for NCID Administrators

### Steps to Provision CCTO Tool Access for a Team Member

This quick reference guide has been developed to guide you through the main activities to provision access for a new team member to access the CCTO Tool.

**Step 1** Access the NCID Administration Portal (<https://ncid.nc.gov>) and sign in.

**Step 2** To provision access for a team member who already has an NCID, simply add the available DHHS COVID Tracing role. For a team member who does not already have an NCID, create the new NCID account before completing Step 2.

**Add/Remove role of up to 5 roles.**

Tip: Because several automated processes are triggered when the role is assigned, it is recommended that you save the changes and then go back to view the assigned roles to validate the role assignment change was applied.

**Step 3** To complete the provisioning process, submit a Service Request from the CCTO Service Portal (URL: [https://ncgov.servicenowservices.com/sp\\_tracing](https://ncgov.servicenowservices.com/sp_tracing)) and use the "CCTO Onboarding and Business Unit Update" button.



**Step 4** To ensure the service request can be processed most efficiently, please include the name of the user, their email address, and their NCID in the description.

* Requested For:	Phone:
<input type="text" value="Kelly Ruggiero"/>	<input type="text" value="(877) 566-0943"/>
* NCID:	Location:
<input type="text" value="kruggiero2"/>	<input type="text" value="2300 Rexwoods Dr Ste 100, Raleigh, North Carolina 2..."/>
* Summary of Request:	
<input type="text" value="Add Users to UAT Sandbox and Prod - thanks"/>	
* Please provide details of your request:	
<input type="text" value="Asmith Adam Smith DHHS   asmith@ac.dhhs.com"/>	

 Add attachments

Thank you! We are excited for you to join our team.